

Work Details of Hospitality and Tourism Industry Workers and Impact on their Body

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Abstract— The hotel/restaurant/tourism sector covers a wide range of different businesses. It plays an important role as a job creator in the service sectors. This sector employs more than 7.8 million people in the India and is characterized by high job demands and high physical workload. It was found through a research that there was a change in worker's work capacity or ability due to monotonous work and prolong standing posture during performing the work. The problems in the absence of ergonomically designed equipments, the prolonged standing posture and continuous working hours resulted to problems like lower and upper back problem, headache, swelling on ankles, stiffness in leg and hand joints etc. Besides this there were problems of slips, falls, repetitive body motion, and adoption of awkward posture. Seeing above problem a study was undertaken on 200 workers working in kumaun region of Uttarakhand. Descriptive cum experimental research approach was followed. The result showed that maximum 26 per cent of the workers were having the pain and discomfort at the lower back while doing the activity and 9.5 per cent workers faced problems in the legs and neck respectively. **Keywords**— Hospitality and tourism industry, health problems, pain and discomfort.

I. INTRODUCTION

Hotel/restaurant/tourism sector is important globally as providing the facilities for recreation and entertainment, meeting and conferences and business transmission. When hotels are essential for the economies and societies are appropriate to transport. Hotel/restaurant/tourism contributes the output of goods and related services which build well-being of their nations and communities. Visitors spend the hotels and contribute the local economies directly and indirectly. When foreign visitors avail the facilities of these hotels the foreign currency is earned through the visitor's payments. Hospitality and tourism industry becomes the source of employment especially for the labors and management. Thousands of jobs are provided to locals as well as foreigners by these

hotels in its different occupations. This industry is an alternative source for the locals as amenities.

II. OBJECTIVE

- 1) To assess work profile of the workers.
- 2) To study work engagement of the workers.

III. METHODOLOGY

Considering the objectives of the study, research was carried out at the hotels/restaurants/tourism sectors of kumaun region of uttarakhand. Total sample sizes of 200 were selected and the interview schedule was found to be an appropriate tool, which would adequately gather information pertaining to research work.

IV. RESULTS

1) Work profile of the workers

When compared different departments of hospitality and tourism industry, it was observed that major proportion i.e. 68.4 per cent workers of tours and travel department were working in the present job or similar type of job for more than two years and minimum i.e. 13.33 per cent workers of food production were engaged in the similar type of job since one year. Fig.1 showed the graphical representation of work duration of workers of different departments.

Nearly 53 per cent of the workers involved in the food service were working for more than 8 hours and only 11 per cent worker of food production were working for less than 8 hours. Fig.2 presented distribution of the workers on the basis of usual work day.

Approximately 50 per cent of the workers involved in the food service were working for 8 hours. About 18 per cent of them involved in tours and travel were working 6 hours. Fig.3 showed the graphical representation of the workers on the basis of hours per day working in the hospitality and tourism industry.

At the end, all the front office workers were engaged in the full time permanent employment and very little i.e. 5.3 per cent workers of tours and travel department.

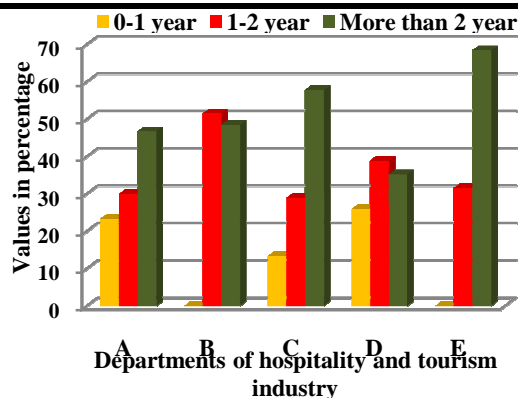


Fig.1: Distribution of workers on the basis of work duration

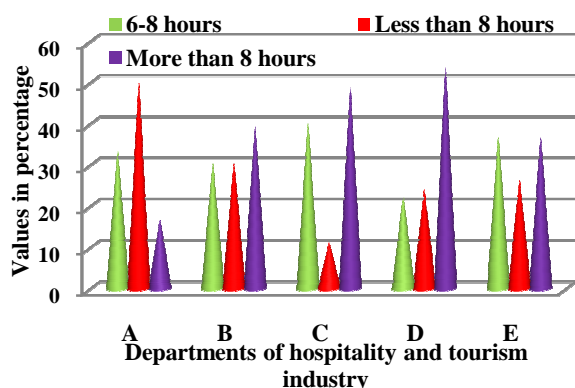


Fig.2: Distribution of workers on the basis of their usual work day

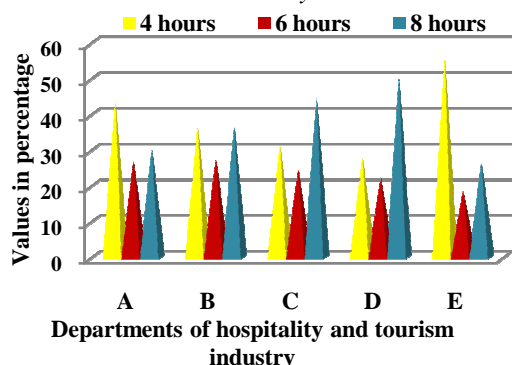


Fig.3: Distribution of workers on the basis of hours per day

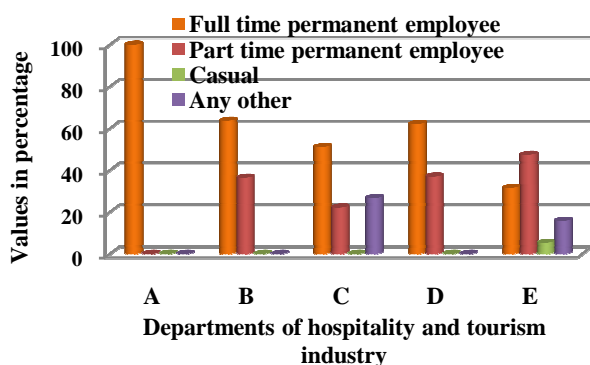


Fig.4: Distribution of workers on the basis of types of job

Note: A.- Front office department B.- Housekeeping department
C.- Food production department D.- Food service department
E.- Tours and travel department

2) Work engagement of the workers

Over time working hour is also determining factor for carrying out the type of work. It was found that about 62 per cent of the workers were working over time. Among these workers maximum 77.8 per cent workers were involved in the food service and minimum 31.6 per cent were engaged in the tours and travel. Fig.5 depicts the distribution of the workers on the basis of overtime work. Approximately 34.5 per cent workers were working in another job. Among them majority were involved in the tours and travel i.e. 68.42 per cent. Fig.6 shows the graphical representation on the basis of work engagement.

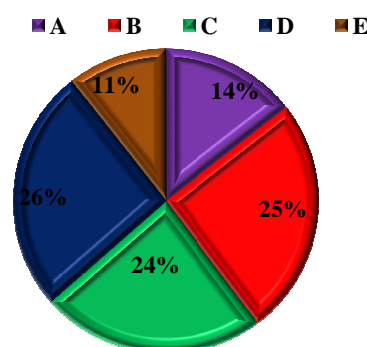


Fig.5: Distribution of workers on the basis of overtime work

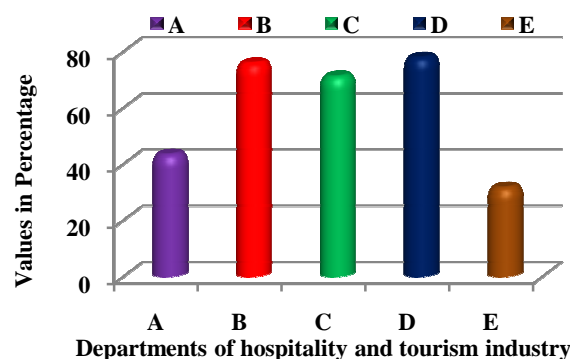


Fig.6: Distribution of workers on the basis of work engagement

When the workers were asked about their work ability, 65.5 per cent of the workers said that work ability reduced day by day. Majority of the workers whose working capacity was reducing day by day were involved in housekeeping department i.e. 52.3 per cent. Fig.7 shows the graphical representation of the workers on the basis of change in working capacity. Cent percent of the workers who were feeling monotonous work were involved in the front office, housekeeping and food production departments. About 52 per cent of the

workers who were engaged in the tours and travel were working in the group of four members. Fig.8 showed the graphical representation on the basis of monotonous work and involvement in the work respectively.

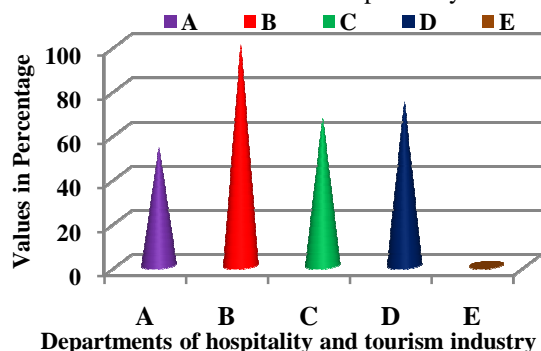


Fig.7: Distribution of the different department's workers on the basis of change in work capability

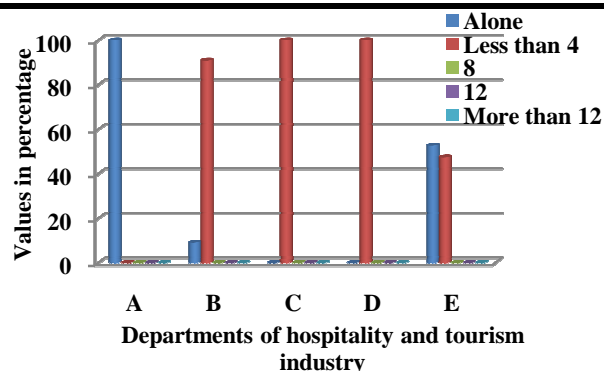


Fig.8: Distribution of the workers on the basis of monotonous work

Pain or discomfort in the body parts of the workers

On the basis of comparison it was found that maximum 40 per cent front office workers were having the pain and discomfort at the lower back and minimum 9.25 per cent workers who were engaged in the food service unit also repeated that they were having lot of pain and discomfort in the elbow and forearm. Fig.10 showed the graphical representation on the basis of pain in the body part.

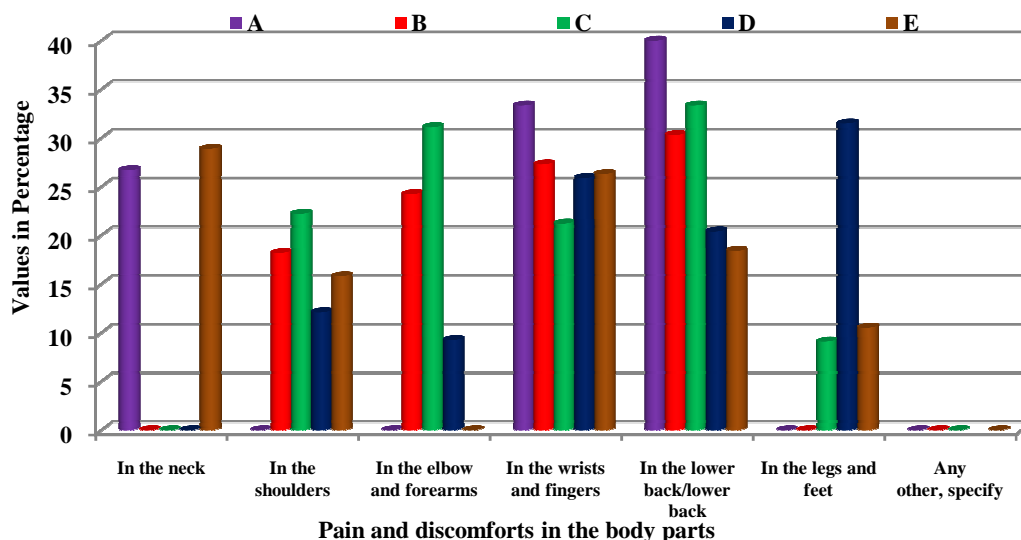


Fig.10: Pain or discomfort in the body parts of the workers

V. SUGGESTION FOR FUTURE RESEARCH

The identified thrust areas are:

- 1) Action researches on development and design of tools/implements/equipment, designing of protective clothing and intervention programmes on safe working techniques for the workers of different departments of the hospitality and tourism industry.
- 2) Researches on physiological and psychological cost of operations of the workers working in small and medium level hospitality units through scientific instruments and dissemination of knowledge to workers through workshops/seminars/meetings.

- 3) The similar kind of study on physical qualifications of workers working in hospitality and tourism industry may be carried out in other Himalayan regions of India.
- 4) Development of training modules through researches at university, government and non government levels.

VI. CONCLUSION

The chance that these hazards are result in an injury for young workers is higher when they are combined with risk factors such as lack of supervision, inexperience, trying to impress the boss, supervisor or co-workers,

temporary employment and long working days. Safety and productivity are impacted by the extent to which work stresses the capacities or limits of the body's biomechanical, physiological or psychological system.

VII. ACKNOWLEDGEMENT

I would like to offer my sincere gratitude to my esteemed Advisor, Dr. Promila Sharma, Professor, Department of Family Resource Management, for her continuous supervision and constructive guidance, without which successful completion of this investigation and presentation of this research would not have been possible.

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